



Greetings Electronic Biologist:

Thank you for supporting our software by purchasing SimLife™, another one of our fine Software Toys™. I hope it brings you hours of enjoyable gene-splicing at home.

In spite of our relentless testing on every computer we can get our hands on, we may have overlooked a bug or two.

If you find a bug in SimLife, let us know. Send us a card or letter describing the problem. Be as specific as possible so we can track it down and squash it. Please include your phone number in case we need more info. In addition, please tell us about your computer: the make and model, amount of RAM, operating system, etc.

Send it to: MAXIS
2 Theatre Square, Suite 230
Orinda, CA 94563-3346
Attn: Bug Life!

Or call: 510. 254. 9700

Once we have the bug licked (and our teeth brushed), we'll send you the new version of SimLife. If you are the first one to report a real, repeatable bug that is our fault, we'll send you a prize.

We're talking bugs now, not wish lists of features and functions and improvements to add to the program—oh, what the heck, send us your wish lists too. If you can think of a way to make this product better in any way, send it in a card or letter to:

MAXIS
2 Theatre Square, Suite 230
Orinda, CA 94563-3346
Attn: Life Suggestions

If your suggestion's good enough, we just may send you a nifty prize, too.

Sincerely Yours,

Jeff Braun, President

P.S. Be sure to send in your registration card.

P.S.S. See the back of this card for complete Maxis Customer Service and Technical Support information.

The Maxis Guarantee

We want you to be happy. We do our best to make software that is both fun and trouble-free, but if you have a problem, call us. We warrant to fix or replace any defective Maxis product for a period of 90 days after purchase. **This warranty is extended to two years if you send in your registration card.** If for any reason you are not satisfied with our product, return it to us within 90 days along with a copy of your receipt, and we'll refund your purchase price.

Customer Service

For update information, disk replacement, product orders, and order status call Maxis Customer Service at 1-800-33-MAXIS.

Maxis Technical Support

For technical questions dealing with hardware and software compatibility, startup problems, system errors and other unexplained phenomena, contact our Technical Support Department. Maxis does not charge for technical support for 90 days after purchase, and for two years for registered software.

We try to answer most of your questions in advance in the documentation. **Please refer to your manual and addendum before you call.** If you still have a problem or question, feel free to call, write, or FAX our experienced technical support staff. **For best results,** be at your computer when you call. We can solve 95% of the problems over the phone in five minutes or less.

Maxis Technical Support
2 Theatre Square, Suite 230, Orinda, CA 94563-3346
Tel: 510-253-3755 (M-F 8:00AM-5:00PM)
Fax: 510-253-3736

We also provide on-line support on the following services:
America On-Line: Keyword "Maxis"; E-Mail "Maxis"
CompuServe: "Other Publishers" forum; E-Mail "71435,276"
GEnie: Scorpio's Roundtable, Maxis Area; E-Mail "Maxis"
AppleLink: E-Mail "D4459"